



TRAVELERS AID®

DULLES AIRPORT

The TeleGraham

March 29th, 2025

Shift Availability

Key Available Shifts for the Week Ahead (red = no availability)											
	Concourse A	Concourse B	Concourse C	Concourse D	East Ticketing	Int Desk	L1	L2	West Ticket	East Mezz	West Mezz
Sat Mar 29th	12-4pm 4-8pm	12-4pm 4-8pm	all day	all day	12-4pm	4-8pm	4-8pm				all day
Sun Mar 30th	12-4pm 4-8pm	8-noon	all day	12-4pm 4-8pm	4-8pm	8-noon	8-noon 4-8pm	8-noon 12-4pm 4-8pm		8-noon 4-8pm	all day
Mon Mar 31st		10-2pm 6-9pm	7-10am	7-10am 6-9pm					7-10am		2-6pm
Tue Apr 1st	6-9pm	7-10am 6-9pm	7-10am 2-6pm	6-9pm				10-2pm	7-10am	6-9pm	
Wed Apr 2nd	6-9pm	6-9pm	6-9pm	7-10am		7-10am					
Thur Apr 3rd		6-9pm	all day	7-10am 10-2pm 6-9pm	6-9pm		10-2pm 6-9pm	7-10am 6-9pm		7-10am 2-6pm	7-10am 10-2pm 6-9pm
Fri Apr 4th		7-10am 6-9pm	7-10am 6-9pm	7-10am 2-6pm 6-9pm			7-10am 6-9pm	7-10am 6-9pm	6-9pm	6-9pm	7-10am 10-2pm 6-9pm

An incredible 26 locations are “redDED out” this week, which is beyond awesome! I know that many of you are helping out due to the AeroTrain maintenance shutdown from the 31st of March to the 3rd April – thank you, we really appreciate the help. There is still time to sign up and help out, and this event, coupled with expected Spring break travel, could lead to a busy airport.

Of course, as a committed and loyal leader, **Amy Gutmiedl** will be there with you, every step of the way. My commitment and loyalty level are not quite so strong, and I have decided to bail, as I’m heading on vacation to Scotland for two weeks! That’s two strong reasons to volunteer during that time – 1) Amy would really appreciate the help as she is in the office on her own 2) you won’t have to listen to me when you’re there!

Do you read the TeleGraham?

Talking of listening to me; I would like to strongly encourage all volunteers to read the TeleGraham whenever it comes out. Truthfully, the TeleGraham is a very important way to get updates and information out to the volunteers and I try and make it in a manner that is at least bearable to read!

I did receive this priceless response this week when I was discussing this very topic with an unnamed (for his safety) volunteer.

Volunteer: asks a question that has been recently covered in the TeleGraham

ME: I had that info in the TeleGraham.

ME: (incredulously) Do you not read the TeleGraham?

Volunteer: ehm, ah, ehm, ah, maybe, not always, perhaps

ME: (jokingly) There will be serious consequences for not reading the TeleGraham!

Volunteer: (quick as a flash) Not as serious as having to read it!

ME: silence



AEROTRAIN BULLETIN

DULLES INTERNATIONAL

Modified AeroTrain Operations

March 31 – April 3, 2025

Starting on March 31, 2025, at 10:00 PM, through April 3, 2025, until 05:00 AM, AeroTrain service will be operating at a reduced capacity due to essential maintenance. Consequently, passengers should expect increased wait times.

While the AeroTrain system will continue to serve all stations during this period, we want to inform passengers that to minimize inconvenience, a supplementary Mobile Lounge service will operate between the Main Terminal and the C-Gates, and between A-Gates and C-Gates during peak times. Temporary signage and additional personnel will be deployed at the Terminal to assist with wayfinding. The walk-back tunnel to the A/B Concourse is also available for use.

We understand that this maintenance period may cause some inconvenience and appreciate your patience and understanding as we conduct this essential work.

DULLES AIRPORT TRANSIT MAP

MAP KEY

- TRAIN ROUTE A C
- TRAIN ROUTE B
- SHUTTLE ROUTE
- MOVING WALKWAY

Finnegans Get Together

An enjoyable afternoon was spent at Finnegans Irish Pub in Ashburn on Thursday, as around 25 volunteers came out to socialize and chat. We started at 3pm and I'm happy to report that everyone had left the building by midnight, so nothing too crazy! 😊

Thanks again to everyone who attended, we hope you had a pleasant afternoon. For those that didn't make it, don't despair, another will be coming.



Lost & Found – Continuing Education

One of the takeaways from our lost and found meeting last week was regarding the police. Basically, lost and found office (and MWAA) are recommending **we do not call the police** regarding lost items and do not use them to give items for safekeeping.

Instead, we would like volunteers to continue with our usual protocol of making an announcement (if appropriate) for the item, logging the item, and deposit the item in either the office or at the lost and found box at L1.

The reasoning behind this is that the police have plenty to do, and while they are generally happy to help out, the airport would prefer not to rely on them in these instances.

Photo Album

After numerous requests, we have now completed the Travelers Aid photo album. Basically, this is a place where you can look up the headshots, or in some cases, police mugshots, of all Travelers Aid Volunteers.

The file can be found in volgistics (not available to the public) and it's a great way to see the faces of the volunteers you could be working with.



If you do not desire to have your photo in the folder, please contact us and we can remove it. Alternatively, if you'd like to replace the photo with a better version 😊, please provide us a photo and we'll add that instead! I do know of a professional photographer who is available for a reasonable fee.

They can be contacted at youresovain@probablythinkthisisaboutyou.com

As always, have a great week everyone!

Graham Maclean, Assistant Program Manager

